VESTA Pallas Job Aid
Pallas 2.6

MASSACHUSETTS EMERGENCY 9·1·1 Police · Fire · EMS

Log-In to VESTA:	Log-Off of VESTA:	Shutting Down VESTA:
• Within Log-In screen, enter **Username** and **Password**. • Click **OK** button.	• From VESTA screen, click once on **File menu**. • Choose **Log Off**.	• From Log-In screen, click **Cancel**.

Call Conferences & Transfers	9-1-1 Lines	Admin Lines
… Using Direct Number Buttons (Fire, EMS, Police, etc.)	Advise caller to **"Stay on the line to be … "**, • Click once on direct number button [Fire] . • When third party answers, all <u>three lines are connected</u>. • Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).	Advise caller to **"Stay on the line to be … "**, • Click once on direct number button [Fire] . • When third party answers, click once on [Transfer] button to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).
… Using Simple List Buttons (PSAP Directory, etc)	Advise caller to **"Stay on the line to be … "**, • Click once on simple list button [PSAP Directory…] , select town or agency name and double-click name OR click **Dial**. • When third party answers, all <u>three lines are connected</u>. • Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).	Advise caller to **"Stay on the line to be … "**, • Click once on simple list button [PSAP Directory…] , select town or agency name and double-click name OR click **Dial**. • When third party answers, click once on [Transfer] button to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).
… Using Tabbed List Buttons (Speed Dial, etc)	Advise caller to **"Stay on the line to be … "**, • Click once on tabbed list button [SPEED DIAL…] , select named tab, select agency name and double-click name OR click **Dial**. • When third party answers, all <u>three lines are connected</u>. • Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).	Advise caller to **"Stay on the line to be … "**, • Click once on tabbed list button [SPEED DIAL…] , select named tab, select agency name and double-click name OR click **Dial**. • When third party answers, click once on [Transfer] button to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).
… Using Manual Dial Numbers	Advise caller to **"Stay on the line to be … "**, • Click once on [Transfer] button, dial number in Dial Box (11 digits) **[1-area code-seven digit number]**. • When third party answers, <u>all three lines are connected</u>. • Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).	Advise caller to **"Stay on the line to be … "**, • Click once on [Transfer] button, dial number in Dial Box (12 digits) **[9-1-area code-seven digit number]**. • When third party answers, click once on [Transfer] button again to connect <u>all three parties</u>. • Telecommunicator can remain on line (to Conference) or click **Release** (to Transfer).

Silent Call Processing
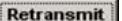
1. Advise the caller to "**Stay on the line while I check for TTY. Do not hang up.**"

2. Click [TTY] button on VESTA Toolbar to launch.

3. Click **TTY Disable** button to activate the window. *Button changes to status of* **TTY Active**.

4. TTY greeting will be sent out automatically.

5. If no response received to first message, send greeting again.

6. If still no response, click **TTY Active** button to deactivate window. *Button changes to* **TTY Disable**.

7. Verbally advise caller:

   - "**If you need POLICE, press 1**"
   - "**If you need FIRE, press 2**"
   - "**If you need AMBULANCE, press 3**"

8. Listen for the response and monitor TTY window for digits being sent by caller.

9. If caller responds, continue to ask questions in a YES/NO format, telling the caller to each time to:

   - "**Press 4 for YES**"
   - "**Press 5 for NO**"

10. If still no response from the caller, initiate response of emergency services and remain on the line per local procedures.

Incoming TTY Calls

Incoming TTY calls can be "Silent" or "Tweedle" calls.

- All Silent Calls MUST BE checked for TTY, following steps 1 thru 6 of the Silent Call Process.
- "Tweedle Calls" are initiated by caller pressing the space bar on a TTY device rapidly. This action produces a tweedle tone which is sent over the line, signaling the TTY window to automatically launch and activate. The greeting message is automatically sent.
- Telecommunicators should prepare themselves to respond to the caller's message when they appear.

Outgoing TTY Calls

To place an outgoing TTY call:

- Enter phone number (using 12 digits, including a "9") into the Dial Box. Click **Dial** button.
- Click TTY button on VESTA Toolbar and listen for party to answer.
- Click **TTY Disable** button to activate the window. *Button changes to* **TTY Active**.
- Type message to TTY caller in TTY window.

Disability Indicators

LSS	Life Support System (equipment to sustain life)
B	Blind
MI	Mobility Impaired (bedridden, use a wheelchair)
DHH	Deaf & Hard of Hearing
CI	Cognitive Impairment (Alzheimer's, Dementia, mental impairments, etc)
SI	Speech Impairment
TTY	Teletypewriter Device (for telephone service)

Class of Telephone Service

RESD	Residential telephone service
BUSN	Business telephone service
PBXr	Residential location with a Private Branch Exchange (PBX). (A PBX location has an operator or switchboard to connect calls.)
PBXb	Business location with a Private Branch Exchange (PBX).
CNTX	Sophisticated Centrex (PBX) without an operator, typically using "9" to access an outside line
$1WY	Pay phone that cannot be called back
$2WY	Pay phone that can be called back
PAY$	Coin phone (either 1 way or 2 way)
COIN	Coin phone (either 1 way or 2 way)
RESX	Residential location that has an extension at another address in same community
BUSX	Business location that has an extension at another address in same community
VOIP	Voice Over Internet Protocol telephone service
FX	Provides local telephone service from a telephone office outside of exchange area
WPH1	Wireless telephone service with Phase 1 service (cell site location only)
WPH2	Wireless telephone service with Phase 2 service (caller location in latitude and longitude)
WRLS	Wireless telephone service
MOBL	Mobile or cellular telephone service

ALI Requests/Wireless ALI Re-bids

- If **"No ALI Received Yet"** appears on ALI screen, use [Retransmit] button to request new ALI.
- If **re-bidding a wireless caller's location**, use [Retransmit] button to request new ALI.

Volume/Audio Adjustments

All audio adjustments, including both receiver and microphone volume settings, as well as ringer volumes, can be made within the **Master Volume** window.

[Master Volume]

Listening to Recordings

Instant Recall Recorder can be used to access and playback recordings.

- Double click to begin playing
- Adjust playback location (handset, speaker or caller) within **Master Volume**, under Playback.

[IRR]